

**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List**

Contract Number	GS-10F-0549N
SIN	874-1 and 874-1RC Integrated Consulting Services
Business Size:	Small business concern
Contract period	August 27, 2013 through August 27, 2018
Contact:	Zorina Granjean, VP Business Development telephone: 773-929-4276 email: zorinag@themihalikgroup.com The Mihalik Group, LLC 1300 West Belmont Avenue Suite 500 Chicago, IL 60657 telephone: 773-929-4276 facsimile: 773-929-4466 www.themihalikgroup.com

Customer Information

1a	Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).	874-1 and 874-1R
1b	Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.	See price list below
2	Maximum order.	\$1,000,000.00
3	Minimum order.	\$100.00
4	Geographic coverage(delivery area).	Domestic and International
5	Point(s) of production (city, county, and State or foreign country).	Same as company address
6	Discount from list, prices or statement of net price.	GSA pricing is listed in the price list below
7	Quantity discounts.	None offered
8	Prompt payment terms.	Net 30 days
9	Notification that Government purchase cards are accepted at or below the micro-purchase threshold.	Commercial credit cards are not accepted at this time
9b	Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.	Government purchase cards not accepted at this time
10	Foreign items (list items by country of origin).	None
11a	Time of delivery. (Contractor insert number of days).	Specified on Task Order
11b	Expedited Delivery.	To be negotiated with ordering agency
11c	Overnight and 2-day delivery.	To be negotiated with ordering agency
11d	Urgent Requirements.	To be negotiated with ordering agency
12	F.O.B. point(s).	Not Applicable
13	Ordering address(es).	The Mihalik Group, LLC 1300 West Belmont Avenue Suite 500 Chicago, IL 60657
13b	Ordering procedures.	For services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage
14	Payment address(es).	The Mihalik Group, LLC 1300 West Belmont Avenue Suite 500 Chicago, IL 60657
15	Warranty provision.	Contractor's standard commercial warranty.
16	Export packing charges, if applicable.	Not Applicable
17	Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).	Contact Contractor
18	Terms and conditions of rental, maintenance, and repair (if applicable).	Not Applicable
19	Terms and conditions of installation (if applicable).	Not Applicable
20	Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).	Not Applicable
20a	Terms and conditions for any other services (if applicable).	Not Applicable
21	List of service and distribution points (if applicable).	Not Applicable
22	List of participating dealers (if applicable).	Not Applicable
23	Preventive maintenance (if applicable).	Not Applicable
24a	Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).	Not Applicable
24b	If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at www.Section508.gov/	Contact Contractor
25	Data Universal Number System (DUNS) number.	085978810
26	Notification regarding registration in Central Contractor Registration (CCR) database.	Registered

The Mihalik Group Overview

The Mihalik Group, LLC (TMG), a health care consulting company and small business concern is a nationally recognized and respected consulting firm that offers an array of accreditation related professional and technical services. TMG has extensive experience and skill with government medical facilities, dating to our founding in 1994. We work exclusively in the health care industry. Our clients are both private sector and public sector (including federal and state government) health care and related organizations such as hospitals, ambulatory care facilities, long term care facilities, behavioral health organizations, health care networks, managed care organizations, managed behavioral health care organizations.

Over its history, the company has built a devoted customer base. We work exclusively in the health care industry and today have more than 80 current clients. Our company's philosophy has remained unchanged for more than 19 years since its establishment by Dr. Mihalik: offer the client the best possible service, quality and value. TMG provides custom solutions for health care improvement to clients in all settings throughout the health care continuum and aims to consistently exceed customer expectations.

TMG designs consulting services, products and programs based on the company's experience, health care changes, and most importantly on each organization's needs. TMG's consulting services also include education on The Joint Commission and NCQA standards and surveys, mock surveys, survey preparation, utilization management, quality management and improvement, and educational services.

SIN #874-1 Integrated Consulting Services include:

Joint Commission Standards and Surveys Consulting

TMG's Joint Commission consultants have the expertise, training and latest information about Continuous Survey Readiness, Periodic Performance Review, Readiness Assessment, Priority Focus Process, Medication Management, Patient Safety Goals, Tracer Methodology, Sentinel Events and Root Cause Analysis. The group of Joint Commission consultants includes:

- Recent TJC surveyors,
- Former members of the TJC's central office,
- Individuals with practical experience in a variety of health care settings.
- Former military personnel.
- Health Care personnel with experience and knowledge of DoD and Department of Veterans Affairs' culture and network organizational structure.

TMG's Joint Commission consultants can assist with all of your TJC survey preparation needs from the Periodic Performance Review through a Readiness Assessment (aka mock surveys), and can support your organization's efforts to continually maintain compliance with Joint Commission standards via the Continuous Survey Readiness Program.

The Mihalik Group has assisted numerous federal and state health care organizations with TJC survey preparation and education, including. One client organization, recognized for the

excellence of its quality improvement program, was featured in a book published by the Joint Commission.

NCQA Standards and Surveys Consulting

TMG's consulting team has intimate knowledge of the NCQA standards in addition to hands-on operational and extensive consulting experience in both regional and national managed care and managed behavioral healthcare organizations. TMG's Readiness Assessment is a collaborative, educational, and consultative approach to prepare an organization for an NCQA survey. It is interactive, provides extensive education for key staff, assesses each standard and results in a detailed report that can become the basis for an organization-wide action plan.

The Mihalik Group has assisted numerous organizations with NCQA survey preparation and education. TMG has a proven track record of successful survey outcomes. Surveyors often complement TMG's clients about their survey preparation, especially the clarity of their written materials when prepared according to TMG's unique style.

Utilization Management Consulting

Utilization management consulting is provided by TMG's team of health care consultants who have extensive experience and training in all aspects of utilization management. TMG understands the difficulties confronted by direct care practitioners and treatment facilities trying to ensure that their patients receive safe and appropriate care while utilizing resources wisely. The Mihalik Group can assist health care organizations with utilization management through a variety of customized consulting activities, including:

- Analyzing historical and current use of services at each level of care.
- Detecting patterns of use by practitioner, diagnosis, DRG or RUG, including cost analysis.
- Comparing an organization's utilization patterns to normative data.
- Structuring and implementing utilization management programs and committees.
- Identifying sources of administrative, medical necessity, emergency room and pharmaceutical denials and developing plans to reduce avoidable sources of denied claims.
- Designing and implementing a Denials Management Program including an effective appeals process.
- Developing policies and procedures to meet accreditation standards.
- Developing templates for denials and appeals letters.

Quality Improvement Consulting

The Mihalik Group's (TMG) team of quality improvement consultants is familiar with the challenges organizations face in designing, implementing, monitoring and evaluating the effectiveness of a quality management and improvement program. The Mihalik Group's quality improvement expertise is available through a full spectrum of arrangements tailored to each organization's unique needs and aimed at assisting the organization with designing, enhancing or managing their quality improvement program including:

- Full management of the organization's quality improvement program.
- QI program design, implementation and evaluation of effectiveness.

- Assistance with development of committee structure and functions.
- Review of the adequacy of committee agendas and minutes.
- Management of committee meetings and writing of minutes.
- Development of indicators, measures and quality improvement activities.
- Presentation of quality improvement activities, including narratives and graphs.
- Statistical analysis.
- Assistance with development of practices that support continuity and coordination within and between general medical care and behavioral health care.
- Evaluation of organizational standards for availability of providers and accessibility of services and related measurement processes.
- Education and training on the principles, tools and techniques of quality improvement.
- Review of communication practices with stakeholders.

Educational Services

For more than 19 years, TMG's speakers have helped health care organizations stay current with the latest changes and to develop new skills. The Mihalik Group's speakers are health care professionals who are hands-on experts on topics such as: TJC, NCQA, URAC standards and surveys, processes, tools and techniques of quality improvement and implementing best practices and clinical practice guidelines. TMG can design a customized educational program to meet your needs.

The Mihalik Group has superior resources to help organizations select the right speaker and the most appropriate content. Every event is different. TMG listens and asks questions to understand the goals and objectives so the right solutions are provided to address each organization's unique needs.

Pricing Fees as of August 2013

Mobis Sin	Labor Categories	Hourly Rate
874-1 874-1RC	Physician II (Partner)	\$500.00
874-1 874-1RC	Physician I	\$425.00
874-1 874-1RC	Doctoral-Level Psychologist	\$325.00
874-1 874-1RC	RN II	\$250.00
874-1 874-1RC	RN I	\$239.50
874-1 874-1RC	Masters-Level Professional II	\$250.00
874-1 874-1RC	Masters-Level Professional I	\$239.50
874-1 874-1RC	Non-Professional Technician	\$100.00

Labor Category Descriptions

Physician II

Education:	Must have successfully graduated from a school of medicine accredited by the Liaison Committee on Medical Education or a college of osteopathy accredited by the American Osteopathic Association Bureau of professional education, including a specified amount of residency training in an accredited program.
Minimum Training:	Completed residency in an accredited residency-training program. If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have completed didactic and hands-on training approved by TMG on one or more sets of NCQA standards.
Licensure:	Must have an unrestricted license to practice medicine or osteopathic medicine.
Experience:	In addition to practicing medicine or osteopathic medicine for a minimum of ten years, must have a minimum of seven years of relevant Joint Commission experience if providing TJC-related services. If providing NCQA-related services, must have a minimum of seven years' experience in a managed care environment. Experience in application of Quality Improvement principles is highly desirable.

Physician I

Education:	Must have successfully graduated from a school of medicine accredited by the Liaison Committee on Medical Education or a college of osteopathy accredited by the American Osteopathic Association Bureau of professional education, including a specified amount of residency training in an accredited program.
Minimum Training:	Completed residency in an accredited residency-training program. If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have completed didactic and hands-on training approved by TMG on one or more sets of NCQA standards.
Licensure:	Must have an unrestricted license to practice medicine or osteopathic medicine.
Experience:	In addition to practicing medicine or osteopathic medicine for a minimum of five years, must have a minimum of two years of relevant Joint Commission experience if providing TJC-related services. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is highly desirable.

Doctoral-Level Psychologist

Education:	Must have successfully graduated from an accredited graduate program leading to a PhD in Psychology or a PsyD.
Minimum Training:	Completed training as required by area of specialty. If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have completed didactic and hands-on training approved by TMG on one or more sets of NCQA standards. If conducting statistical analyses, training in SAS, SPSS or comparable statistical programs is required.

Licensure: Must have an unrestricted license to practice as a psychologist.
 Experience: A minimum of five years post-graduate experience in a healthcare related field is required. Experience with managed care is desirable. If providing TJC-related services, a minimum of three years of relevant TJC experience is required. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is highly desirable.

Non-Doctoral Level Professional: Registered Nurse II

Education: Must have successfully graduated from a program in nursing accredited by the National League for Nursing Accrediting Commission.
 Minimum Training: If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-one training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of NCQA standards. Training in Quality Improvement is highly desirable.
 Licensure: Must have an unrestricted nursing license.
 Experience: Must have a minimum of ten years' experience in a healthcare related field. If providing TJC-related services, must have a minimum of five years' of relevant TJC experience. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is preferred.

Non-Doctoral Level Professional: Registered Nurse I

Education: Must have successfully graduated from a program in nursing accredited by the National League for Nursing Accrediting Commission.
 Minimum Training: If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of NCQA standards. Training in Quality Improvement is highly desirable.
 Licensure: Must have an unrestricted nursing license.
 Experience: Must have a minimum of five years' experience in a health care related field. If providing TJC-related services, must have a minimum of three years of relevant TJC experience. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is preferred.

Non-Doctoral Level Professional: Master's Level Professional II

Education: Must have successfully graduated from a Master's Degree program in a health care related field, organizational development, business administration or another area relevant to the services to be rendered.
 Minimum Training: Must have completed training as required by area of specialty. If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-

on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of NCQA standards. Training in Quality Improvement is highly desirable.

Licensure: Licensure not required.

Experience: Must have a minimum of ten years' experience in a healthcare related field. If providing TJC related services, must have a minimum of five years of relevant TJC experience. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is preferred.

Non-Doctoral Level Professional: Master's Level Professional I

Education: Must have successfully graduated from a Master's Degree program in a health care related field, organizational development, business administration or another area relevant to the services to be rendered.

Minimum Training: Must have completed training as required by area of specialty. If conducting Joint Commission (TJC) Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of TJC standards. If conducting NCQA Readiness Assessments or NCQA Mock Surveys, must have successfully completed didactic and hands-on training approved by TMG on a minimum of one set of NCQA standards. Training in Quality Improvement is highly desirable.

Licensure: Licensure not required.

Experience: Must have a minimum of five years' experience in a health care related field. If providing TJC related services, must have a minimum of three years of relevant TJC experience. If providing NCQA-related services, must have a minimum of two years' experience in a managed care environment. Experience in application of Quality Improvement principles is preferred.

Non-Professional Technical Staff

Education: Bachelor's Degree in healthcare or business-related field.

Minimum Training: Training in commonly used computer applications, including spreadsheets, graphics, and word processing programs at a minimum. Experience may be substituted for training.

Licensure: Not required.

Experience: Must have a minimum of five years' experience in a health care or business environment with demonstrated project management skills and proven software problem solving skills. Experience in a healthcare related field is highly desirable.

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